



CDSS State Hub Roadmap Project Kick-Off

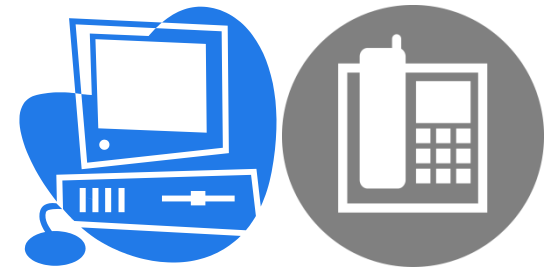
FEBRUARY 21, 2018

How to Listen In

This webinar will be held in “listen only” mode.

There are two ways to connect to audio:

- Via Phone
- Via Computer



How to Ask Questions

- Use the question box to ask your question any time during the presentation.
- At the end of the presentation, we will address as many questions as possible.
- We will follow-up on questions that we cannot get to during the allotted presentation time.

Note: This webinar will be recorded. A copy of the recording and all presentation materials will be provided after the presentation.

Agenda

- Overview
- Background
- Project Goals and Activities
- Stakeholder Engagement
- Q&A

State Hub Roadmap Project Overview

Scope:

Explore options to streamline and modernize the processes for obtaining required verifications for CalFresh and CalWORKs eligibility.

Goal:

Provide short, medium, and long-term recommendations on how to make required verifications fast, accurate, and efficient for both clients and program staff.

Key Steps in Eligibility Determinations

At initial certification or annual recertification, CalFresh and CalWORKs eligibility determinations require three key steps:

- 1) Application
- 2) Interview
- 3) Verifications

Verification Requirements

Under federal and state rules, all relevant eligibility information must be verified at application, mid-period, and recertification.

Information that is commonly required to be verified includes:

Household Composition	Income
Identity	Housing, medical or other expenses
CA residency	Work activities
Immigration or citizenship status	Disability
Family relationship	

Verification Methods

Current verification methods include:

- Electronic match with trusted public or private data sources, such as EDD;
- Paper documents, such as a pay stub;
- Collateral contacts in person or by phone with third parties, such as employers; and
- Client statements and self-certifications.

Current Challenges

Paper documentation for verification can:

- Place additional burden on clients.
- Create a delay in processing if not readily available.

Electronic verifications can:

- Fail to provide the most current or relevant data for required policy.
- Create a delay in processing if not readily available.

Project Scope

- 1) Seek input from Stakeholders to inform the analysis and recommendations.
- 2) Analyze the current environment of eligibility verifications for CalFresh and CalWORKs.
- 3) Perform an alternatives analysis of electronic verification systems being used in California and other states.
- 4) Outline recommendations for moving forward in the short, medium, and long term to modernize and integrate electronic verifications into the CalFresh and CalWORKs eligibility determination process.

Project Deliverable

Written report (“Roadmap”) on short, medium, and long-term recommendations in summer 2018.

This project is not to procure, design or build an electronic verification solution.

Social Interest Solutions

[Social Interest Solutions \(SIS\)](#) is a mission-driven, non-profit organization dedicated to improving access to quality health and social services through technology and policy solutions.

SIS

- Combines program and policy knowledge with technology expertise to deliver related services, including analyzing the impact of program and system changes on consumers;
- Provides technical assistance to inform key policy initiatives, such as states' efforts to improve horizontal integration among health and human services programs; and
- Fosters technical standards that enable integrated solutions.

Stakeholder Engagement Plan

SIS will be seeking input from stakeholders representing diverse perspectives on CalFresh and CalWORKs, including consumer advocate, eligibility worker, program manager, county, state, national, policy, operations, and technology perspectives.

Topics to be explored include, but are not limited to:

- 1) Insights regarding current verification policies, systems, and processes;
- 2) Current challenges or barriers to improving verifications for applicants and recipients;
- 3) Opportunities and options for improvements;
- 4) Factors to consider when weighing options;
- 5) Other stakeholders who may have relevant information to share.

Stakeholder Engagement Process

Over the next few months, SIS will be seeking stakeholder input through:

- 1) Phone interviews
- 2) Site visits
- 3) Focus groups
- 4) Working sessions

Participants and topics for these forums are currently being identified.

Contact Information:

Questions or Suggestions?

Email: statehub@dss.ca.gov

Updates

Project website coming in March

Questions?

